



May 26, 2015

The Honorable Senator Jim Stamas
P.O. box 30036
Lansing, MI 48909-7536

Dear Senator Jim Stamas:

Parastar is a global consultancy firm that delivers innovative management solutions and revenue-generating options for EMS, Fire Department and healthcare systems. Our services range from EMS consultancies to billing and cost recovery, to joint venture partnerships. Parastar delivers the difference in efficiency, cost-effectiveness and customer focus to accelerate the brand and service of EMS organizations nationally. Parastar's success began in Michigan with several major hospitals systems and has grown nationally and internationally. Professional dispatching services is one of Parastar's core competencies with state-of-the-art communication centers throughout the Midwest.

Due to the high volume of calls involving deaths, injuries or other traumatic events that the dispatchers and call takers process for our communication centers we have found there to be a great need for Critical Incident Stress Management (CISM) services for both our communication staff and emergency responders in the field. The critical incident stress of these traumatic events builds up over time and slowly erodes a person's ability to feel and function normally. Critical incident stress also results in many physical, behavioral, cognitive and emotional and spiritual stress systems amongst our personnel.

In hopes of mitigating these types of cumulative stress amongst our personnel we have established an organized critical interventions team to provide CISM services for our communications center and our partner ambulance clients in Michigan, Ohio, Illinois, and Texas. Our team is called the Critical Incident Stress Management Joint Venture Family. All team members have been specially trained to provide CISM services within the context of the ICISF guidelines. While our team has only been in place since October, 2015 we have already witnessed the benefits of providing CISM services to our pre-hospital emergency responders and dispatch staff.

It is our experience that first responders often resist formal treatment through traditional mental health programs. Crisis interventions may be their only access to services that help mitigate the negative stressors of the job. With this in mind Parastar, Inc. is a strong proponent of the enactment of the "Privileged Communication" bill (CISM Legislation) that would protect the confidentiality of first responders needing assistance in processing through the psychological stress and trauma of the jobs.

Professionally,

Stephen "Jamey" Baker, MBA, NRP
Executive Vice President